

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|-------------|---------------|-----------------|---------------------------|
| Applicant: | Tidwell | Examiner: | Loftis, Johnna |
| Serial No.: | 09/604,316 | Group Art Unit: | 3623 |
| Filed: | June 27, 2000 | Docket No.: | 20009.0030US01 (99124) |

Title: TROUBLE TRACKING SYSTEM AND METHOD

AMENDMENT AFTER ALLOWANCE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicant respectfully requests entry of the accompanying replacement drawings in accordance with 37 CFR 1.312 with the approval of the Commissioner and the recommendation of the primary examiner without withdrawing the present application from issue. Applicant respectfully submits that the replacement drawings embody the correction of formal matters without changing the scope thereof, without adding new matter and require no substantial amount of additional work on the part of the Office.